

1066  
AUS920011017US1

ET420197594US

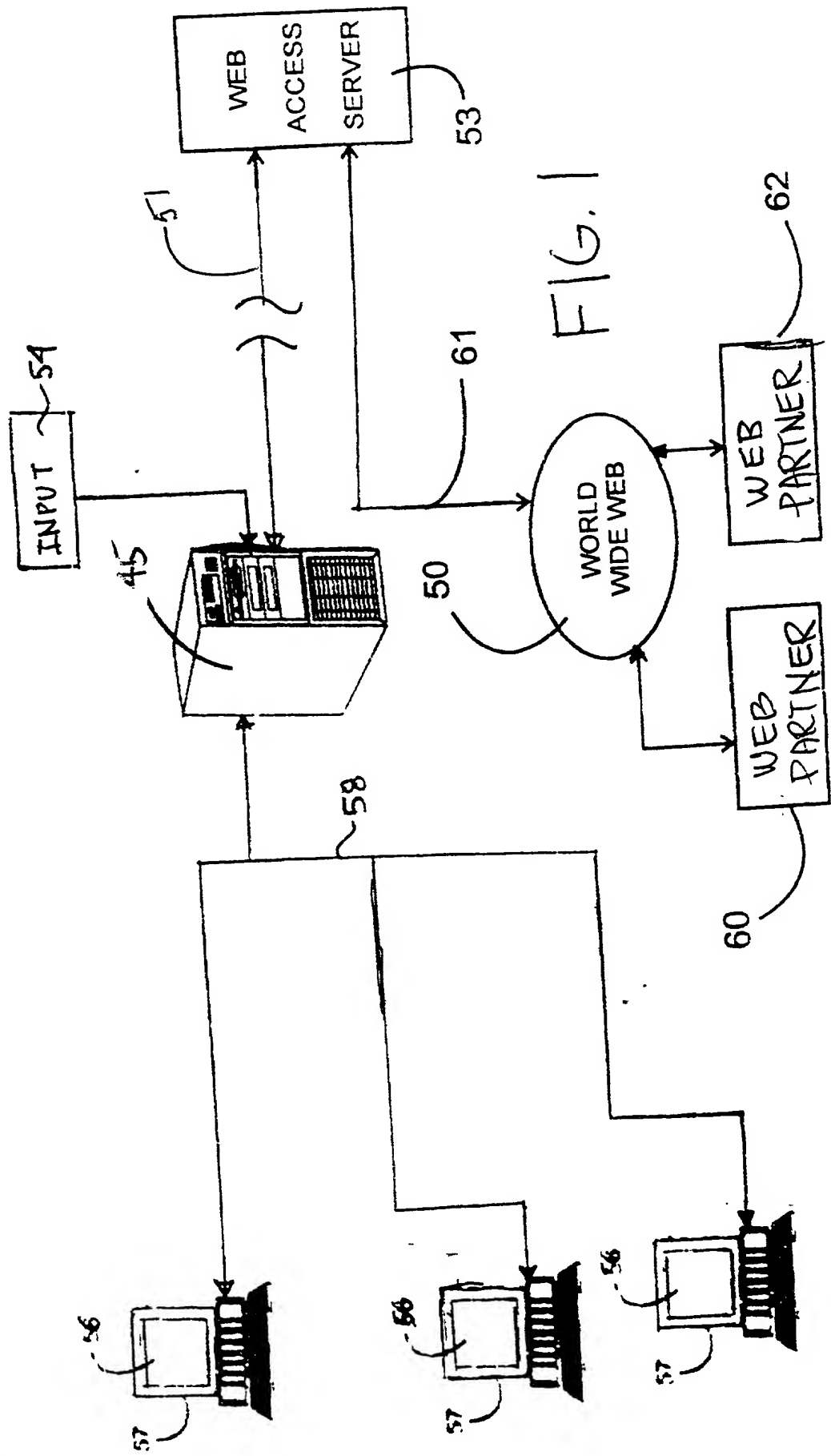


FIG. 1

Avs920011017051  
2066

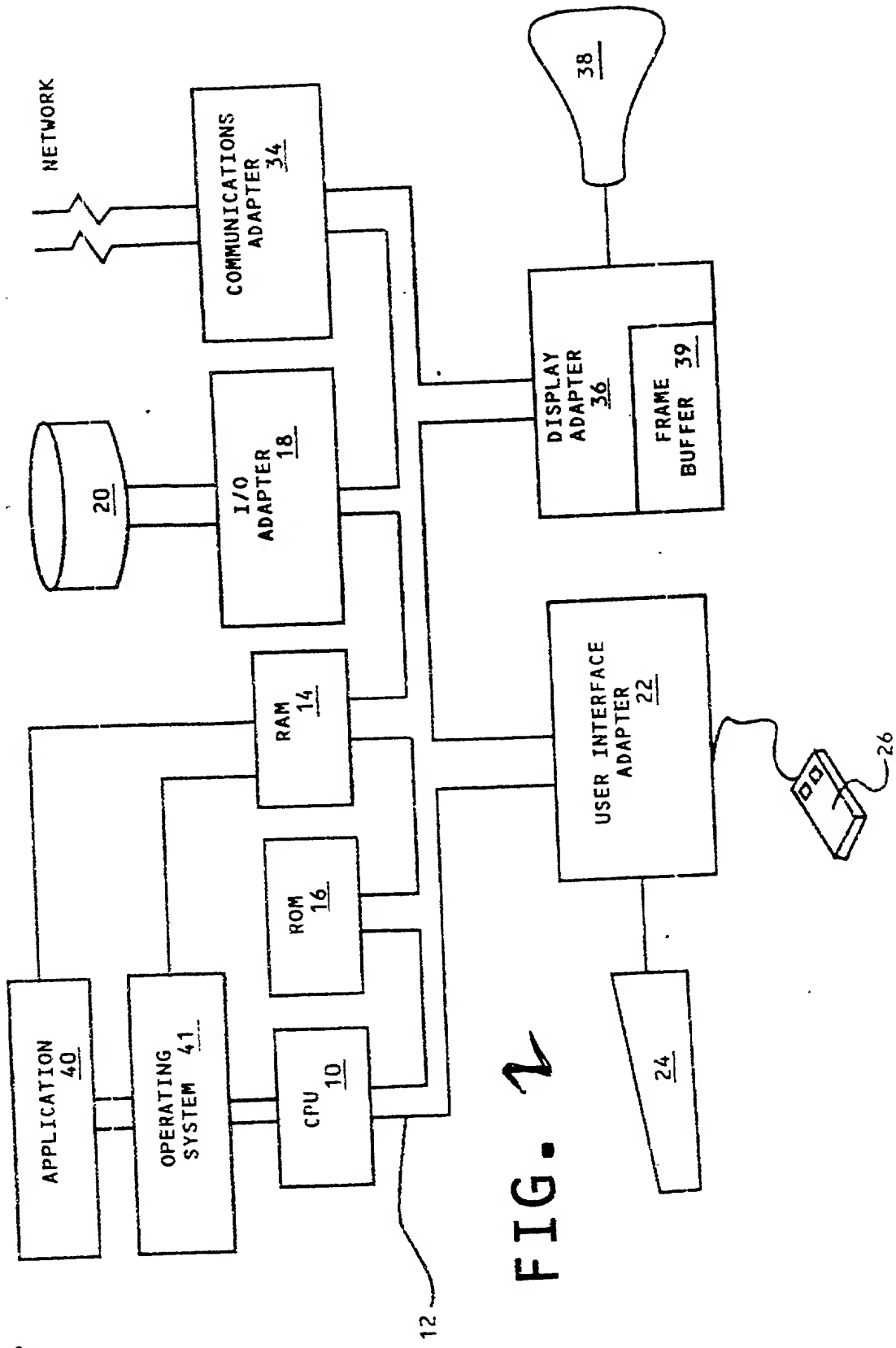


FIG. 1

2006070" E3424001

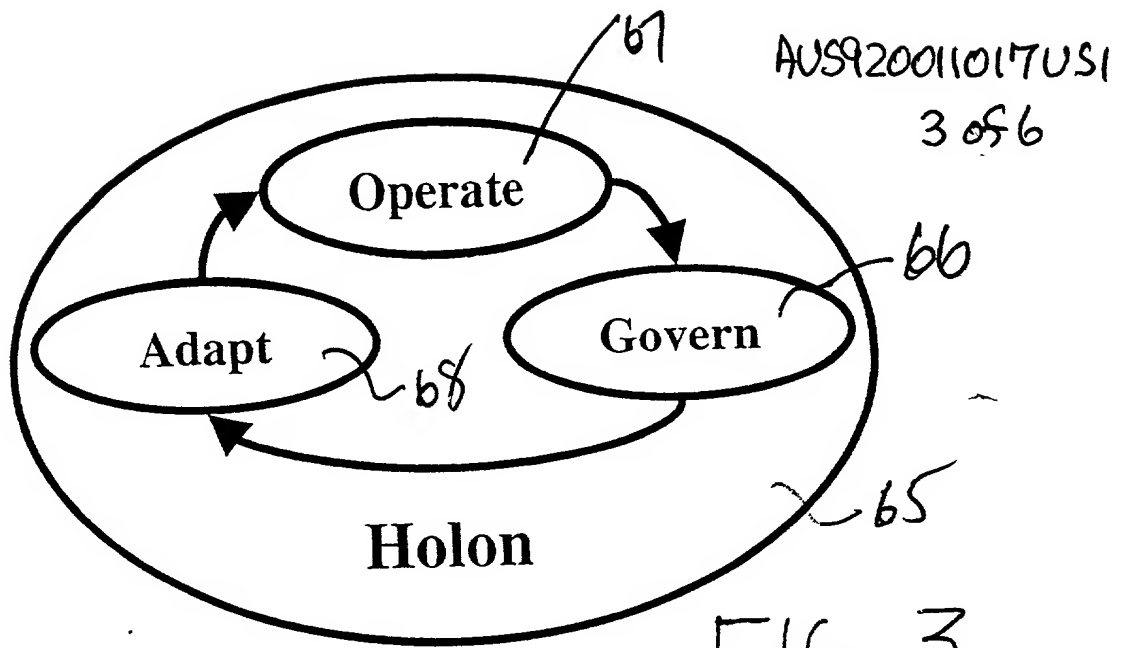


FIG. 3

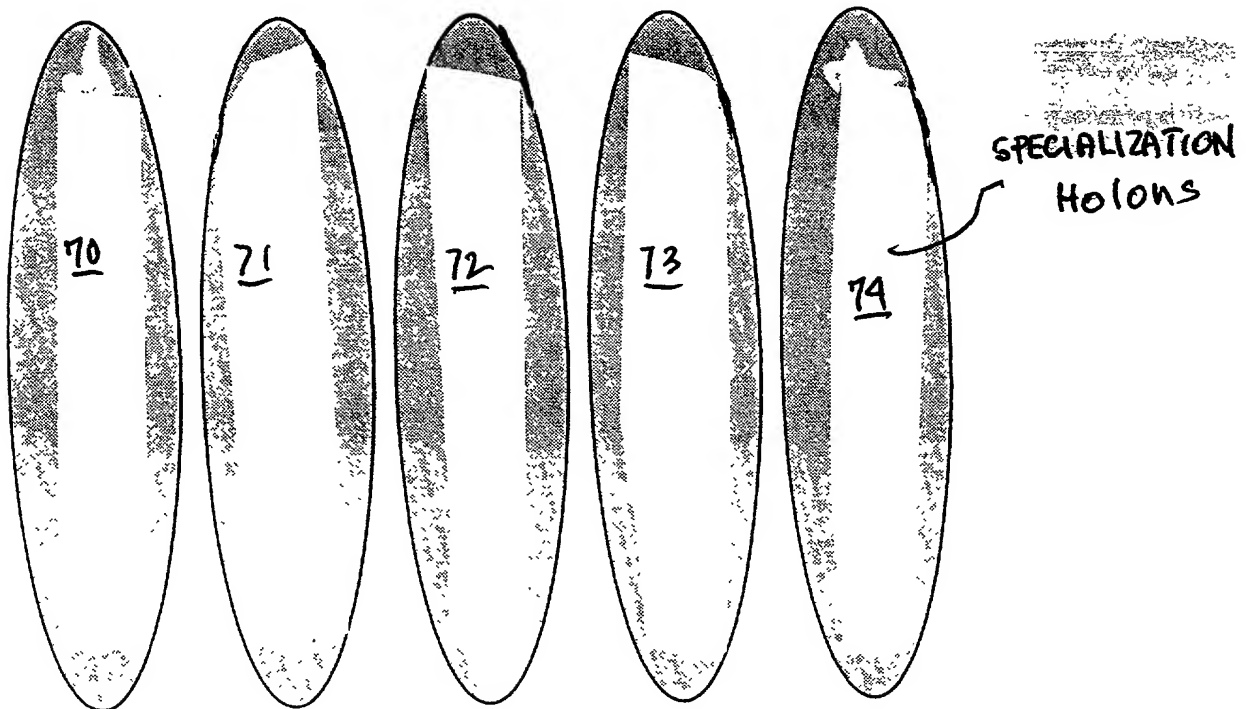


FIG. 4

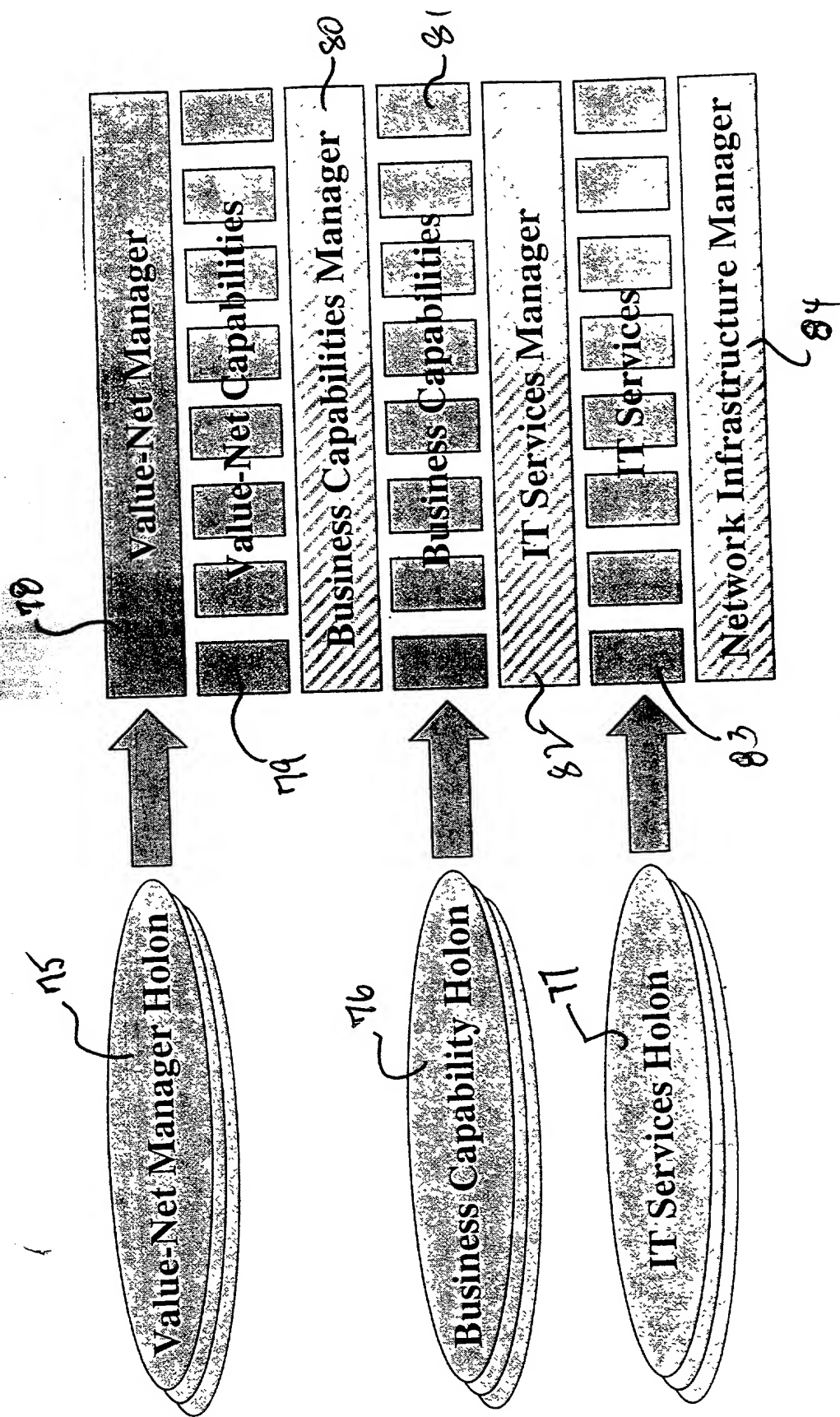


FIG. 5

US92001017051

2060T0" E2H2700T

5056

# Business Capabilities:

## Operate

Shopping Cart & Auctions	Catalog Manager	Configuration & Pricing	Order Manager
Phone Routing	Call Center Manager	Messaging Manager	Participant Manager
Collaboration	Search	Service Rules Manager	Commerce Manager
User Profiling	User Personalization	Web Site Manager	Integration Manager

## Govern

Report	Visualize	Simulate	Decision Support
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## Adapt

Program Office	Design	Construct	Deploy
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# IT Services Manager

Portal Server	Applications Server	Interaction Manager	Systems Management	Help-Desk Management
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# IT Services

## Operate

Trusted Access	Immunity Manager	Single Sign-On	User Directory
Rules Engine	Event Manager	Agent Manager	Search Manager
Transaction Integrity	Content Transcoding	Storage Management	UDDI Directory

## Govern

Report	Visualize	Simulate	Decision Support
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## Adapt

Program Office	Design	Construct	Deploy
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FIG. 6

AUS920011017US1  
6 of 6

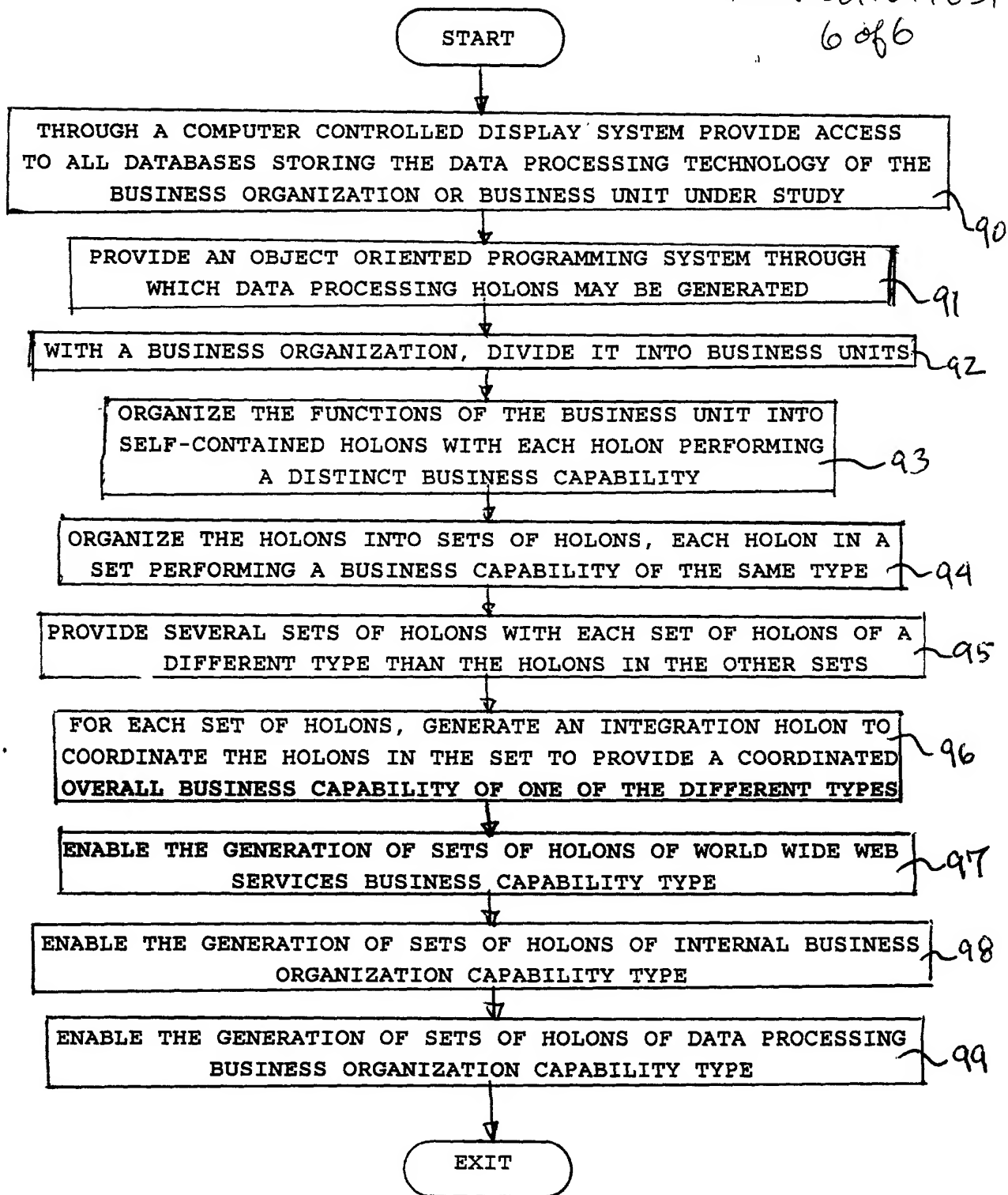


FIG. 7